

POLICE COMMUNICATIONS SUPERVISOR

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class encompasses a responsible position in the communications division of the police department, the primary duties of which involve supervision of Police Communications Officers. The employee of this class monitors the work of subordinate employees and provides training as necessary. The Police Communications Supervisor provides for the general care, maintenance and use of departmental communications equipment and provides for the purchase and distribution of communication division supplies. The employee of this class receives general instructions and performs independently in most areas. The Police Communications Supervisor reports to and has work reviewed by the Police Captain.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Supervises Police Communications Officers in the performance of dispatching duties. Assigns work schedules and duty areas seeing that all shifts are properly manned. Provides technical assistance and back-up support to subordinates. Sees that all new employees receive necessary formal training. Provides on-the-job training in departmental dispatch procedures and the operation and use of communications equipment. Inspects the appearance of equipment and personnel and approves leave. Evaluates work performance of subordinates and writes employee evaluation reports. Counsels employees who are experiencing work problems and discusses work performance. Resolves employee complaints and grievances. Ensures that discipline is maintained and recommends disciplinary action to superiors when necessary. Interviews prospective employees and makes recommendations for hiring.

Supervises operation of the communication system to ensure proper procedures are followed. Monitors shift change ensuring that on-coming shift is briefed and records from previous shift are checked. Sees that all information necessary to dispatch calls, such as officer's names and work locations, are available to communications personnel. Receives complaints over the telephone or from other sources, taking as much information as possible from caller such as name, address, nature of problem, and any other information required by departmental procedures. Enters all complaints and related information into computer by use of computer keyboard, using appropriate codes and signals. Ensures all calls received are recorded in order to have records of dispatching activity. Ensures dispatching activity is in compliance with FCC regulations. Operates teletype and computer keyboard and uses

designated teletype and computer codes to send or receive messages. Determines unit to be dispatched using indexes and physical files and dispatches unit following departmental procedures. Keeps track of the location, condition and status of units at all times using the computer-aided dispatching (CAD) display. Takes requests from units and provides for requested assistance following departmental procedures. Notifies specific units, officers, agencies or groups as designated by departmental procedures in special or emergency situations. Watches or listens to monitors registering burglar alarms and follows established procedures when such alarms are received. Tracks time and mileage on patrol units transporting prisoners, suspects or private citizens. Monitors other radio frequencies, such as state police and fire department, to track activity in the area covered and take action when necessary. Answers questions and handles complaints from the public concerning the communications division.

Supervises the general care, maintenance, and use of departmental communications equipment. Provides for the repair of any malfunctioning communications equipment according to department procedures. Supervises testing of communication equipment, such as police radios, to ensure proper readiness for service. Orders, stores and disburses all supplies and equipment needed by the communications division.

Performs any related duties as assigned.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the test.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States, and of legal age.

Applicant must possess one of the following: high school diploma, high school equivalency certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for a diploma or equivalency certificate.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Must have at least three (3) years full-time experience in a law enforcement agency.